

RECOMMENDED STRATEGIES FOR WORKING WITH NON-CUSTODIAL PARENTS
(NCPs)

- ☛ Partner with community- and faith-based organizations that have the trust of NCPs in outreach efforts.
- ☛ Have NCPs participate in recruitment efforts and function as mentors in service programs.
- ☛ Package NCP services and promote theWtW Grant program as a way of helping NCPs help themselves and their children.
- ☛ Offer orientation to NCPs and alleged fathers.
- ☛ Provide incentives while NCPs participate in services aimed at positioning them to be able to comply with their court orders for child support, such as modifying current monthly child support or arrears payment schedules, or limiting use of stringent enforcement remedies while NCPs participate in the program.
- ☛ Re-calculate the arrears amount to assure accuracy.
- ☛ Work with incarcerated NCPs, making orders as appropriate and providing services to help them be in a position to support themselves and their children on their release. Make child support compliance or participation in services a condition of parole. Work with parole and probation officers.
- ☛ Work with fathers at the hospital when a child is born by providing information about available services. Follow up by sending a fatherhood packet in the mail. Focus on young fathers.
- ☛ Reduce child support caseloads for workers assisting low-income NCPs to enable workers to provide a higher level of customer service to NCPs in these special programs.
- ☛ Simplify communication with customers; speak to them in non-threatening language.
- ☛ Refer customers to classes on parenting, anger management and money management.
- ☛ Partner with community agencies and organizations to plan Father's Day events. Advertise events in the community.
- ☛ Coordinate with Child Protective Services in foster care reunification cases.
- ☛ Maintain contact with the custodial parent.
- ☛ Identify domestic violence issues and make appropriate referrals.